

ABSTRACT

The theme of this study is to evaluate the effectiveness of the social services sheltered housing. Due to demographic developments, increasing demand for social services and increasing spending in the social sector, the effectiveness of social services will be an increasingly important topic. We can assume, that because of to these factors, there will be more pressure on social services to prove their results. This study talks about theoretical concepts of effectiveness and defines the concept of effectiveness, which could be applied in social services. The work summarizes the models of measuring effectiveness in selected countries, including the Czech Republic, and specifies the concept of effectiveness in the Carlsbad region, in which sheltered housing social services are provided. The work also defines the term „the need" of the users of the social services and presents models, that can identify those needs. The part, that determines the effectiveness of social services, is in the research section. This is the part, where identification of adverse social situations and identification of meeting the needs of the users, is specified. Research, which used qualitative methodology, investigated whether sheltered housing social services are able to fulfill all these needs specified. Research has brought up practical recommendations, that organization can use to increase the effectiveness of services provided.